

After Hours Accessibility Audit Summary

I. Provider Sample

In March 2000, Carolina Access (CA) managed care representatives (MCRs) from the 99 participating North Carolina counties called to verify the after-hours mechanisms of 440 CA providers to ensure compliance with CA guidelines. As of July 24, 2000, none of the providers were found to be non-compliant with CA policy necessitating the institution of contract termination procedures. 21 of the 440 CA providers were found to have inadequate after-hours mechanisms, which were corrected within a 2-week grace period.

Region #	# of Providers	Compliant with CA policy	%	Corrected inadequate mechanism	%	Awaiting response from MCR	%	Contract termination recommended	%
1	53	53	100%	4	8%	0	0%	0	0%
2	77	77	100%	2	3%	0	0%	0	0%
3	82	82	100%	7	9%	0	0%	0	0%
4	105	105	100%	2	2%	0	0%	0	0%
5	60	60	100%	1	2%	0	2%	0	0%
6	63	63	100%	5	8%	0	0%	0	0%
Total	440	440	100%	21	5%	0	0%	0	0%

The DMA Managed Care Section has divided the state into 6 regions for organizational purposes. For the After Hours Survey, region 1 MCRs audited 53 providers, region 2 MCRs audited 77 providers, region 3 MCRs audited 82 providers, region 4 MCRs audited 105 providers, region 5 audited 60 providers, and region 6 audited 63 providers. In region 1, 4 (8%) of the providers were found to have inadequate after-hours tools but have since become compliant with CA policy. 2 (3%) of the providers in region 2 was found to have an inadequate system that was since made compliant. In region 3, 7 (9%) of the providers addressed and corrected compliance issues. Only 2 (2%) of the providers in region 4 and 1 (2%) of the providers in region 5 were found to have an inadequate after-hours tool but have since corrected the problem. Finally, 5 (8%) of the providers in region 6 had after-hours mechanisms with problems that have since been corrected. Overall, none of CA providers have failed to comply with CA after-hours accessibility requirements.

II. Types of After Hours Mechanisms

The After Hours Audit also assessed the types of after hours mechanisms that providers made available to CA patients. The most frequent after hours mechanism used by providers was found to be that of paging / beeping an on-call provider. 358 CA providers offered this tool. In comparison, 183 CA providers offered patients an answering machine, 156 had an answering service, 154 referred patients to a hospital operator, 70 had a nurse triage system, and 16 providers had some other type of call system. The vast majority of providers offered patients more than one after hours mechanism.

Number of providers with each type of after-hours mechanism:

Region #	Beeper / Pager	%	Answering Machine	%	Answering Service	%	Hospital Operator	%	Nurse Triage	%	Other Call System	%
1	47	89%	24	45%	15	28%	20	38%	4	8%	2	4%
2	57	74%	47	61%	19	25%	37	48%	17	22%	1	1%
3	69	84%	34	41%	27	33%	23	28%	14	17%	2	2%
4	87	83%	39	37%	54	51%	27	26%	15	14%	3	3%
5	44	73%	29	47%	14	23%	21	35%	10	17%	2	3%
6	53	83%	10	16%	27	41%	26	41%	10	16%	6	10%
Total	358	81%	183	41%	156	35%	154	35%	70	16%	16	4%